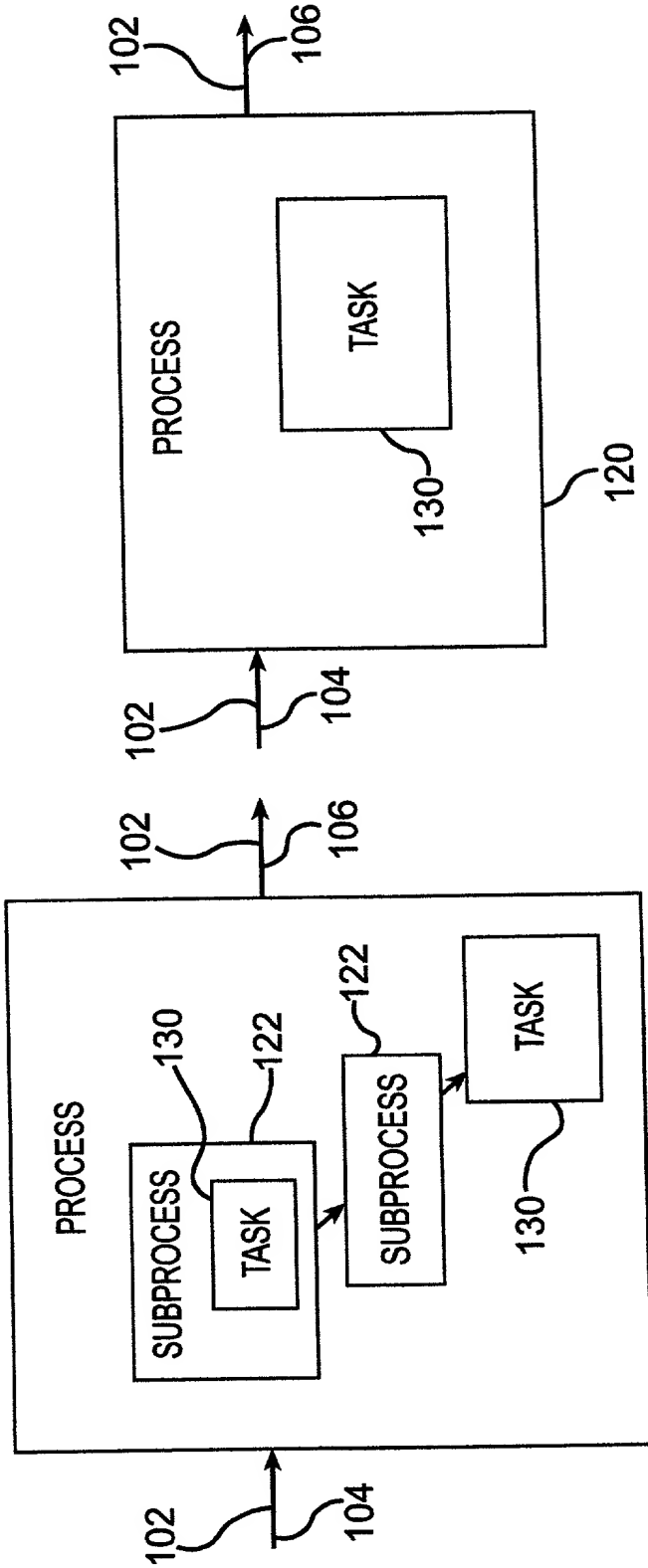
102
106
PROCESS
TASK
130
120
102
104
102
106
PROCESS
SUBPROCESS
TASK
130
122
SUBPROCESS
122
TASK
130
120
102
104
100

FIG.1

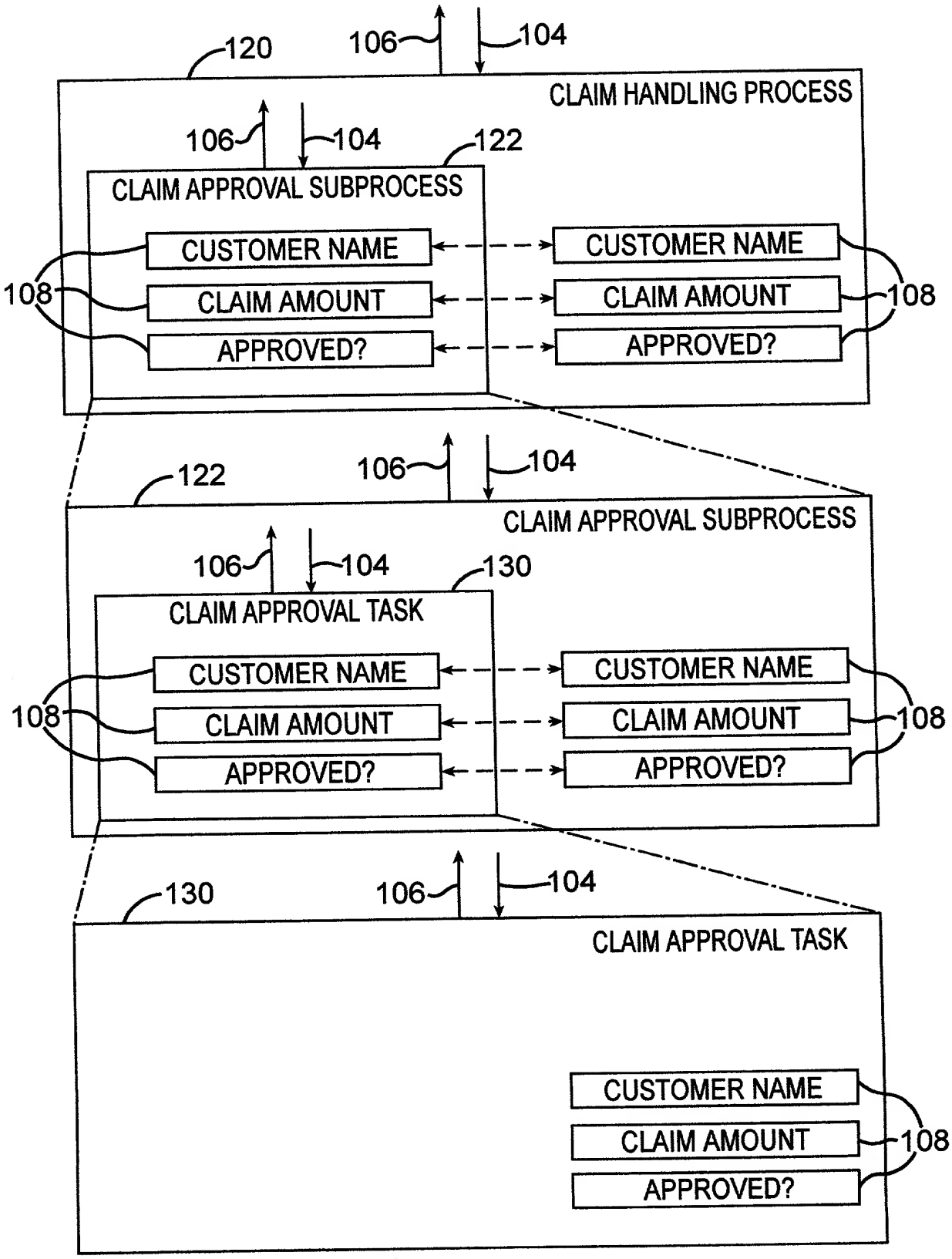
120
106
104
CLAIM HANDLING PROCESS
106
104
122
CLAIM APPROVAL SUBPROCESS
CUSTOMER NAME
CLAIM AMOUNT
APPROVED?
CUSTOMER NAME
CLAIM AMOUNT
APPROVED?
108
108
122
106
104
CLAIM APPROVAL SUBPROCESS
106
104
130
CLAIM APPROVAL TASK
CUSTOMER NAME
CLAIM AMOUNT
APPROVED?
CUSTOMER NAME
CLAIM AMOUNT
APPROVED?
108
108
130
106
104
CLAIM APPROVAL TASK
CUSTOMER NAME
CLAIM AMOUNT
APPROVED?
108

FIG.2

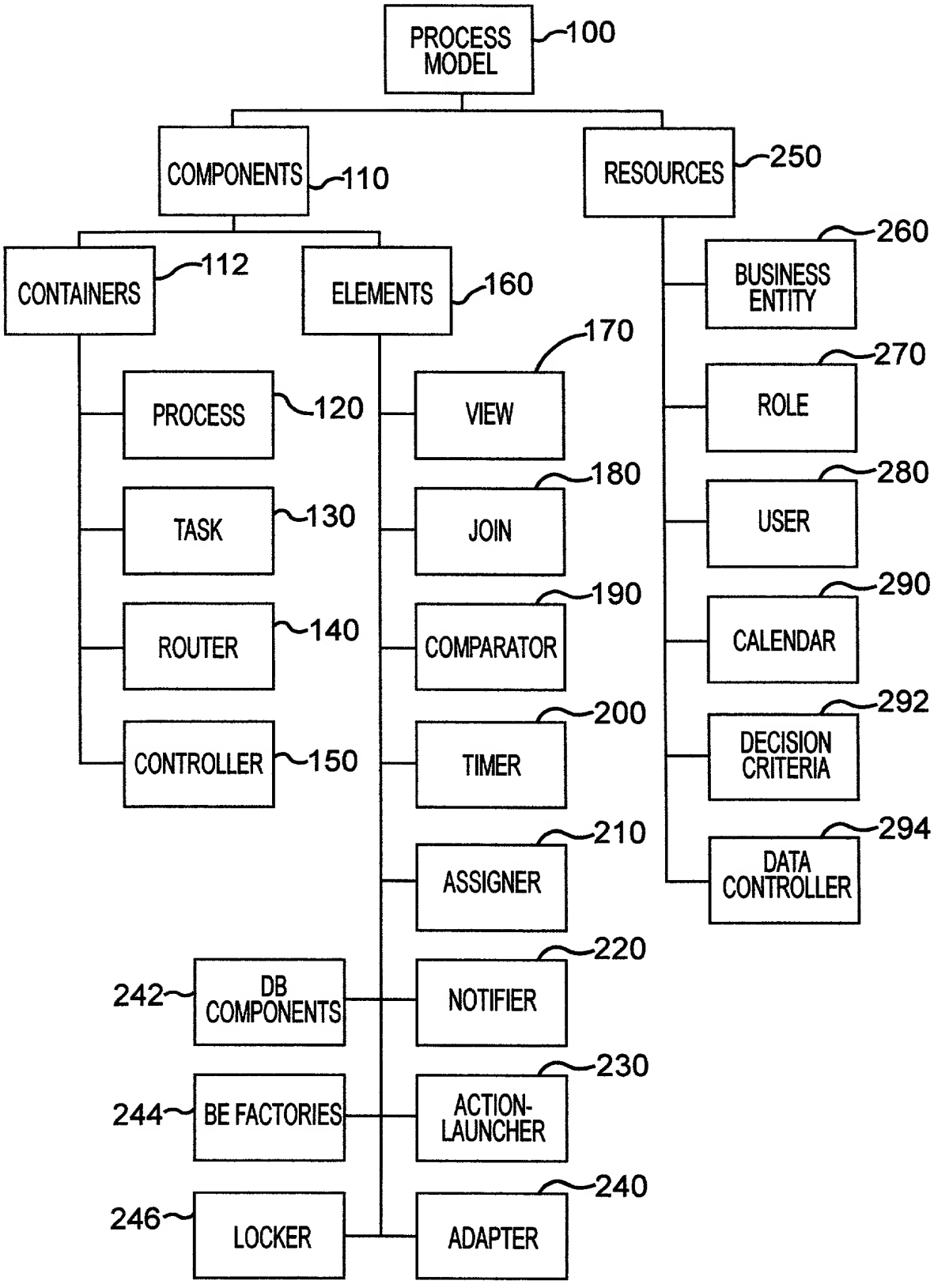

FIG.3

0813504-060504

TOS290 "h9STT8S0

120 PROCESS	130 TASK	140 ROUTER	150 CONTROLLER
PROCESS *TASK ROUTER CONTROLLER NOTIFIER ACTION-LAUNCHER JOIN TIMER ASSIGNER COMPARATOR DB COMPONENTS LOCKER	*VIEWS CONTROLLER DB COMPONENTS BE FACTORIES	ROUTER COMPARATOR DB COMPONENTS	ROUTER CONTROLLER *ADAPTER NOTIFIER ACTION-LAUNCHER JOIN TIMER ASSIGNER COMPARATOR DB COMPONENTS
ASTERISK INDICATES COMPONENTS THAT CAN EXIST IN ONLY ONE CONTAINER			

FIG.4

105290 "1951T860

CONTAINERS 112	DEFAULT ACTIONS	DEFAULT RESULTS	PROPERTIES	
			GLOBAL	CONTEXT
PROCESS 120	∘ START	∘ COMPLETE	∘ NAME ∘ CHECK OUT STATUS ∘ DESCRIPTION	∘ LINKS
TASK 130	∘ START ∘ CANCEL	∘ COMPLETE	∘ NAME ∘ CHECK OUT STATUS ∘ DESCRIPTION	∘ LINKS ∘ ROLES ∘ PRIORITIES
ROUTER 140	∘ START	∘ BRANCH1 ∘ BRANCH2	∘ NAME ∘ CHECK OUT STATUS ∘ DESCRIPTION	
CONTROLLER 150	∘ START	∘ COMPLETE	∘ NAME ∘ CHECK OUT STATUS ∘ DESCRIPTION	∘ LINKS

FIG.5

FOS290 "h95TT860

ELEMENTS 160	DEFAULT ACTIONS 104	DETAIL RESULTS 106	GLOBAL PROPERTIES 109
VIEWS 170	∘	∘	∘ NAME
JOIN 180	∘ BRANCH1 ∘ BRANCH2	∘ COMPLETE ∘	∘ NAME ∘ CHECK OUT STATUS ∘ DESCRIPTION ∘ LINKS
COMPARATOR 190	∘ INPUT	∘ TRUE ∘ FALSE ∘ FAIL	∘ LINKS ∘ OPERANDS
TIMER 200	∘ START ∘ CANCEL	∘ COMPLETE	∘ LINKS ∘ CALENDAR ∘ TIMER TYPE ∘ DERIVED TIME ∘ ABSOLUTE TIME
ASSIGNER 210	∘ INPUT	∘ COMPLETE ∘ FAIL	∘ LINKS ∘ OPERANDS
NOTIFIER 220	∘ SEND	∘	∘ NAME ∘ ADDRESSEE ∘ PRIORITY ∘ MESSAGE ∘ DELIVERY TYPE ∘ DESCRIPTION
ACTION-LAUNCHER 230	∘ START	∘	∘ TYPE (PROCESS OR TASK) ∘ NAME INITIATED
ADAPTER 240	∘	∘	∘ NAME

FIG.6

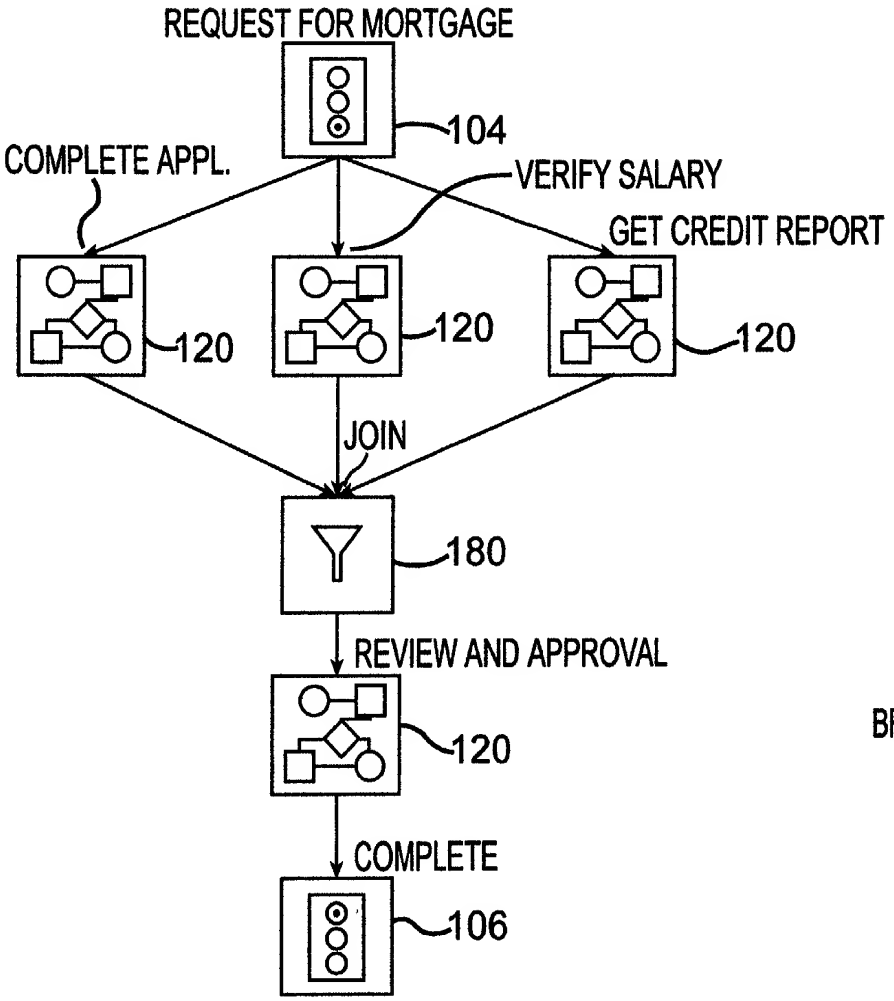
REQUEST FOR MORTGAGE
104
COMPLETE APPL.
VERIFY SALARY
GET CREDIT REPORT
120
120
120
JOIN
180
REVIEW AND APPROVAL
120
COMPLETE
106

FIG.7

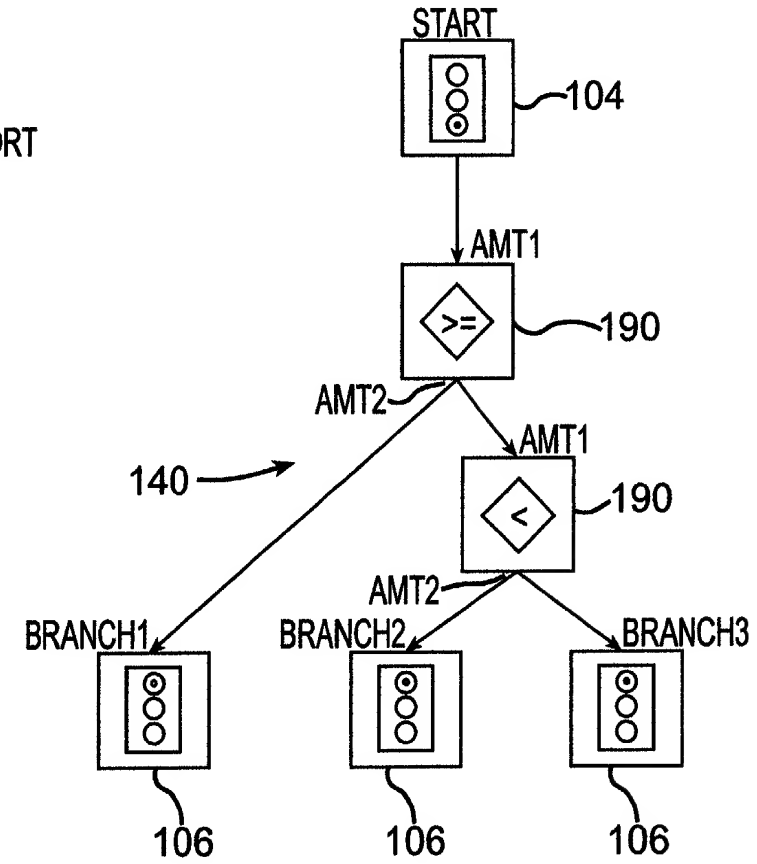
START
104
AMT1
>=
190
AMT2
140
AMT1
<
190
AMT2
BRANCH1
BRANCH2
BRANCH3
106
106
106

FIG.9

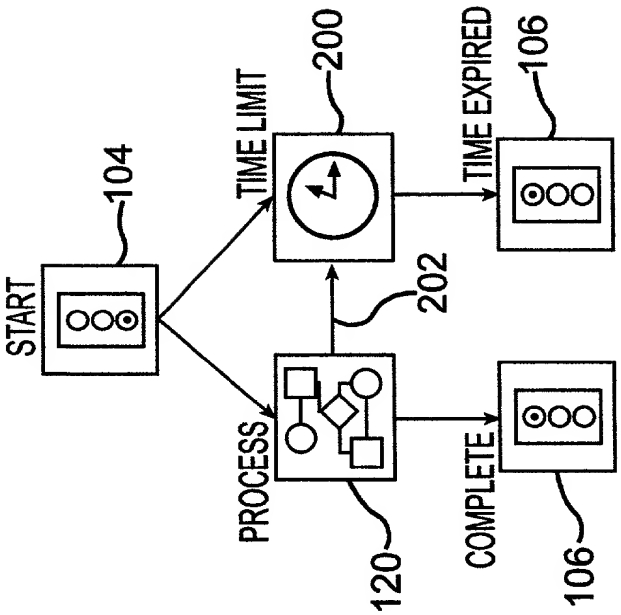
START
104
TIME LIMIT
200
TIME EXPIRED
106
202
PROCESS
120
COMPLETE
106

FIG.8

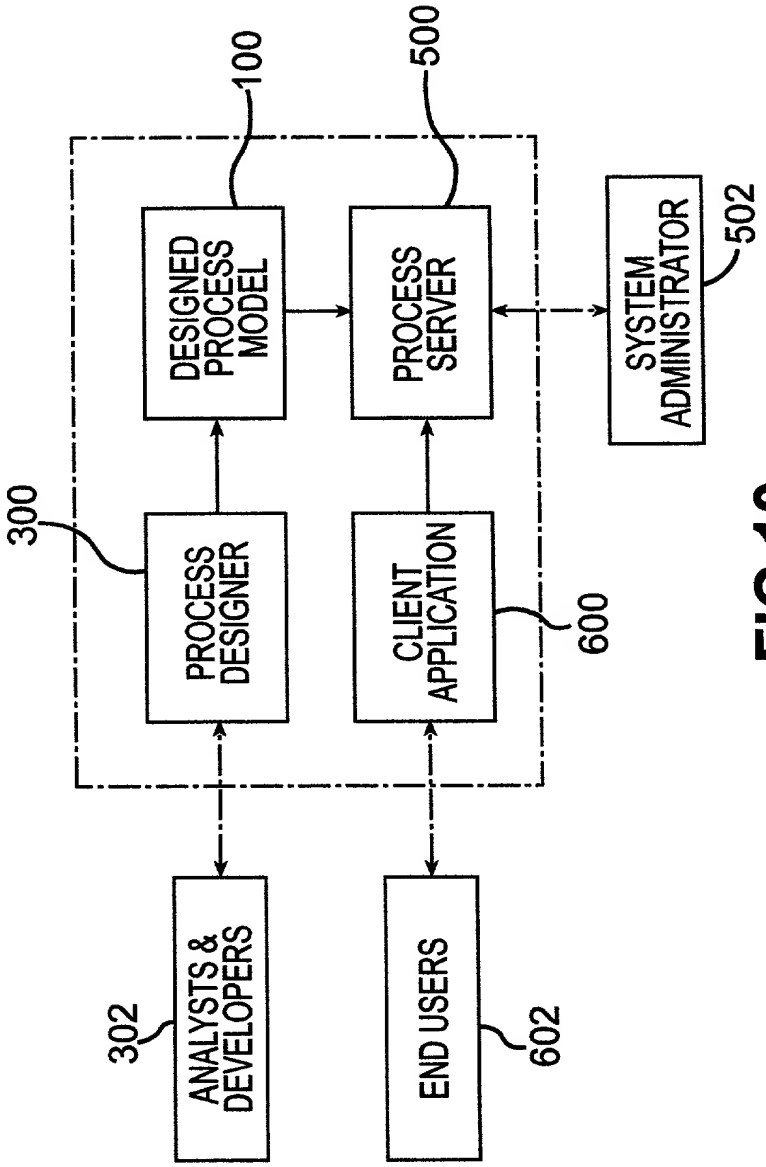
100
500
DESIGNED PROCESS MODEL
PROCESS SERVER
SYSTEM ADMINISTRATOR
502
300
PROCESS DESIGNER
CLIENT APPLICATION
600
ANALYSTS & DEVELOPERS
302
END USERS
602

FIG.10

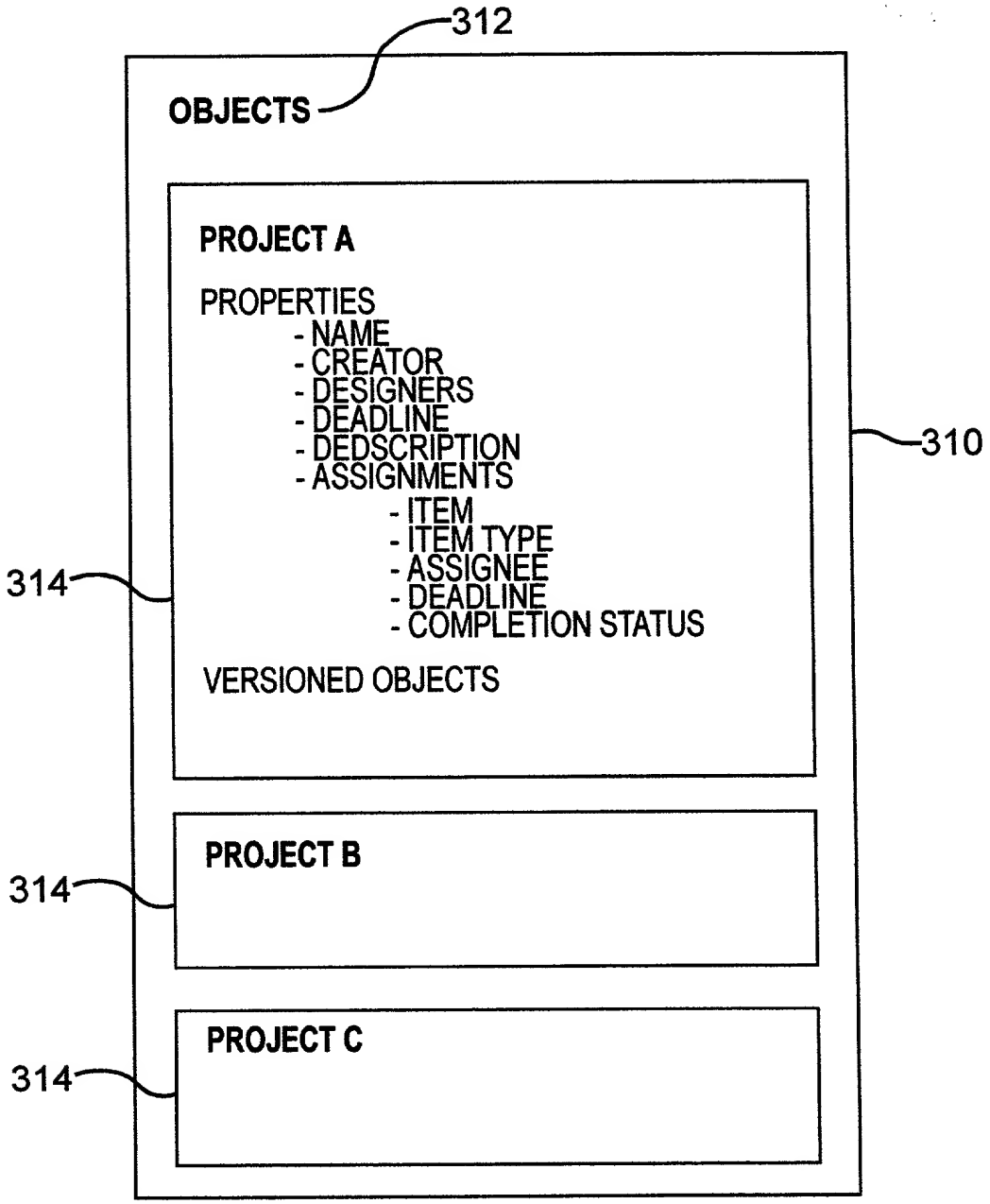

FIG.11

3634564-060604

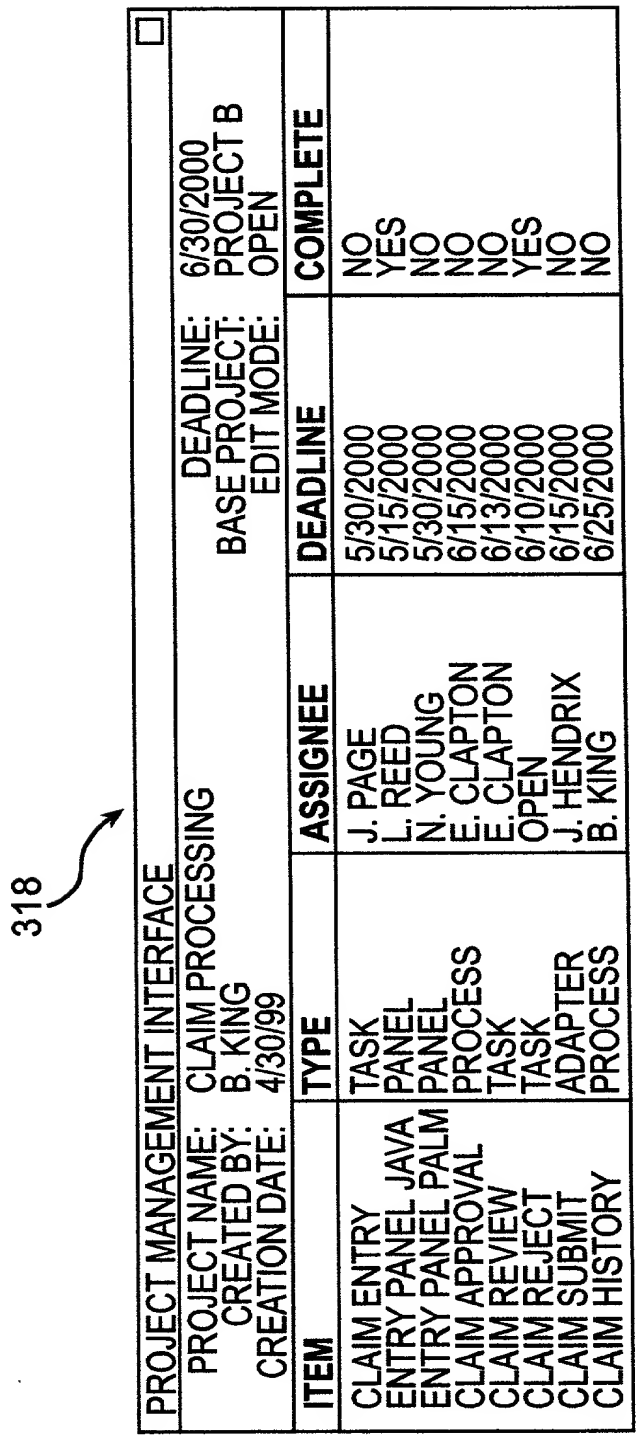
318
PROJECT MANAGEMENT INTERFACE
PROJECT NAME: CLAIM PROCESSING
CREATED BY: B. KING
CREATION DATE: 4/30/99
DEADLINE: 6/30/2000
BASE PROJECT: PROJECT B
EDIT MODE: OPEN
ITEM
TYPE
ASSIGNEE
DEADLINE
COMPLETE
CLAIM ENTRY
ENTRY PANEL JAVA
ENTRY PANEL PALM
CLAIM APPROVAL
CLAIM REVIEW
CLAIM REJECT
CLAIM SUBMIT
CLAIM HISTORY
TASK
PANEL
PANEL
PROCESS
TASK
TASK
ADAPTER
PROCESS
J. PAGE
L. REED
N. YOUNG
E. CLAPTON
E. CLAPTON
OPEN
J. HENDRIX
B. KING
5/30/2000
5/15/2000
5/30/2000
6/15/2000
6/13/2000
6/10/2000
6/15/2000
6/25/2000
NO
YES
NO
NO
NO
YES
NO
NO
312
302

FIG.12

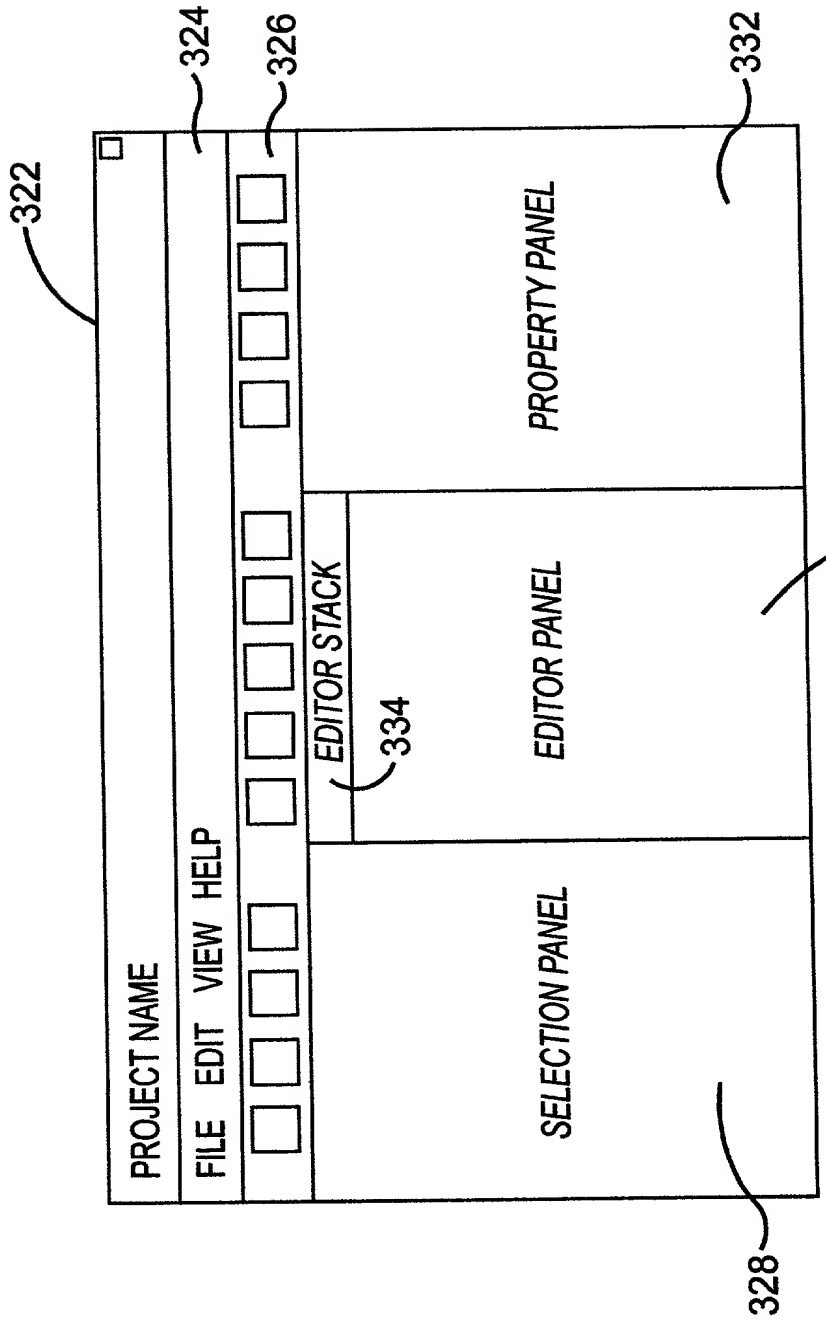
PROJECT NAME
FILE EDIT VIEW HELP
EDITOR STACK
SELECTION PANEL
EDITOR PANEL
PROPERTY PANEL
322
324
326
328
330
332
334
320

FIG.13

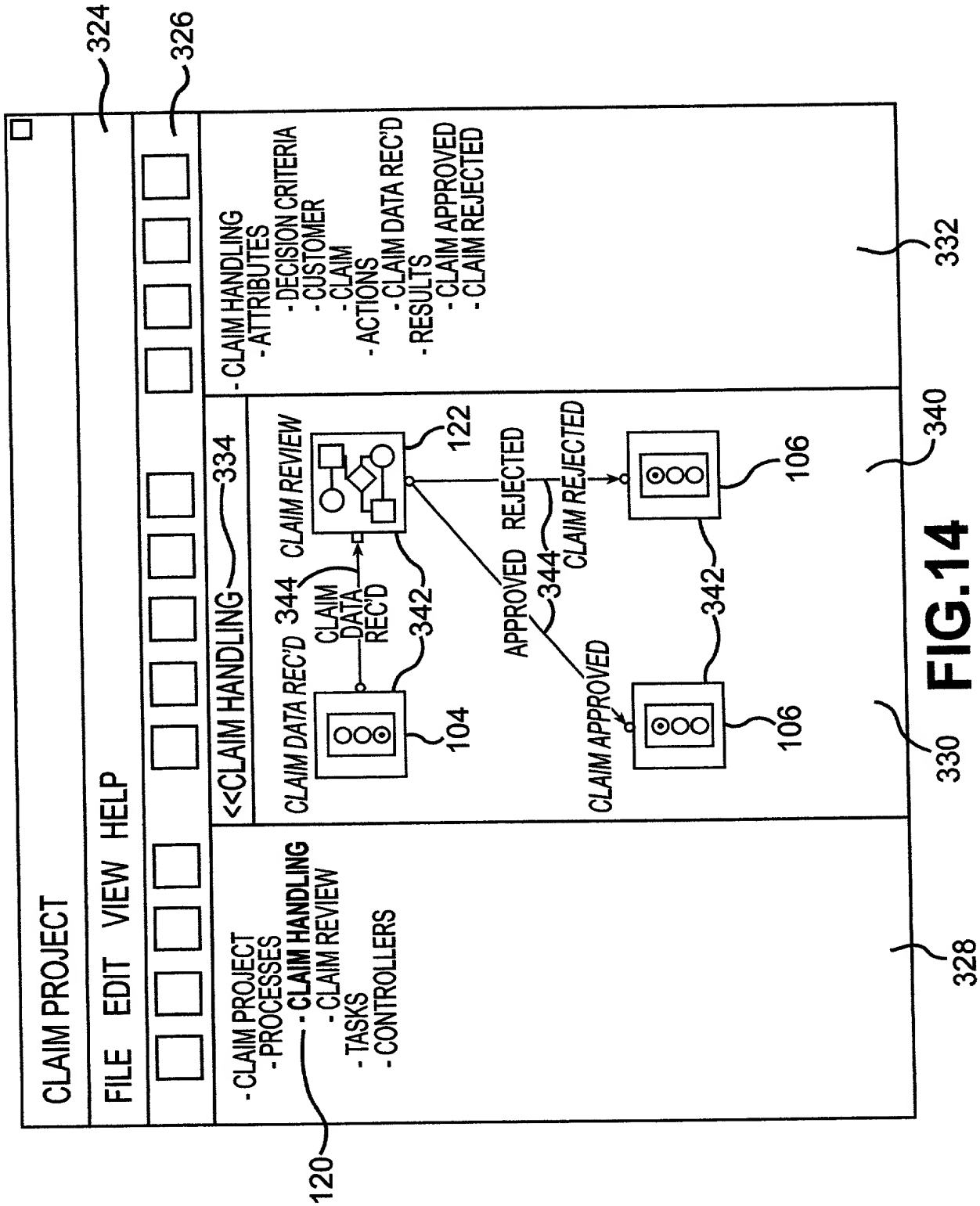
CLAIM PROJECT
FILE EDIT VIEW HELP
324
326
- CLAIM PROJECT
- PROCESSES
- CLAIM HANDLING
- CLAIM REVIEW
- TASKS
- CONTROLLERS
120
<<CLAIM HANDLING
334
- CLAIM HANDLING
- ATTRIBUTES
- DECISION CRITERIA
- CUSTOMER
- CLAIM
- ACTIONS
- CLAIM DATA REC'D
- RESULTS
- CLAIM APPROVED
- CLAIM REJECTED
332
CLAIM DATA REC'D
344
CLAIM DATA REC'D
CLAIM REVIEW
122
342
104
APPROVED
REJECTED
344
CLAIM REJECTED
CLAIM APPROVED
106
106
342
340
330
328

FIG.14

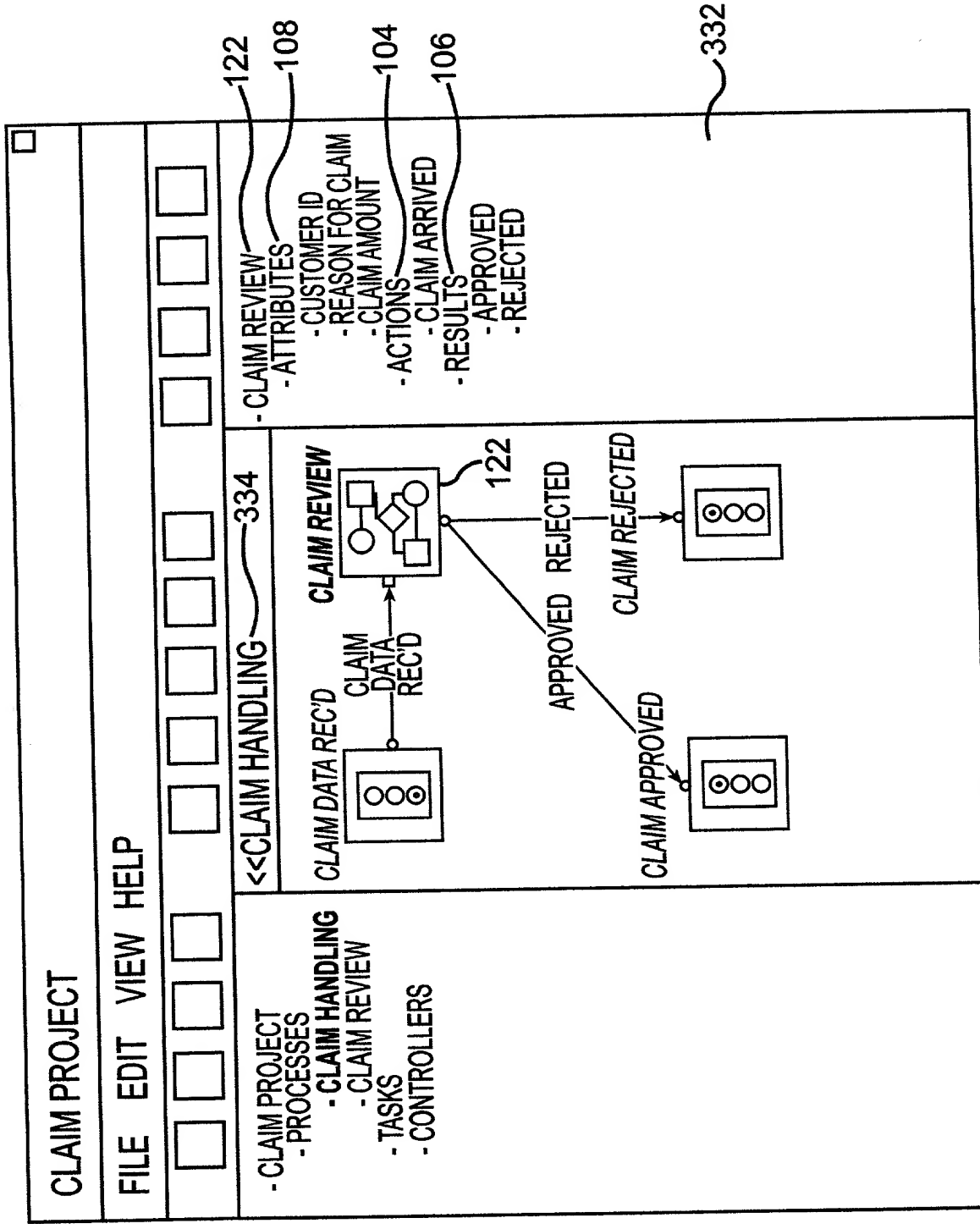
CLAIM PROJECT
FILE EDIT VIEW HELP
- CLAIM PROJECT
- PROCESSES
- CLAIM HANDLING
- CLAIM REVIEW
- TASKS
- CONTROLLERS
<<CLAIM HANDLING
334
CLAIM DATA REC'D
CLAIM DATA REC'D
CLAIM REVIEW
122
APPROVED
REJECTED
CLAIM REJECTED
CLAIM APPROVED
- CLAIM REVIEW
- ATTRIBUTES
- CUSTOMER ID
- REASON FOR CLAIM
- CLAIM AMOUNT
- ACTIONS
- CLAIM ARRIVED
- RESULTS
- APPROVED
- REJECTED
122
108
104
106
332

FIG.15

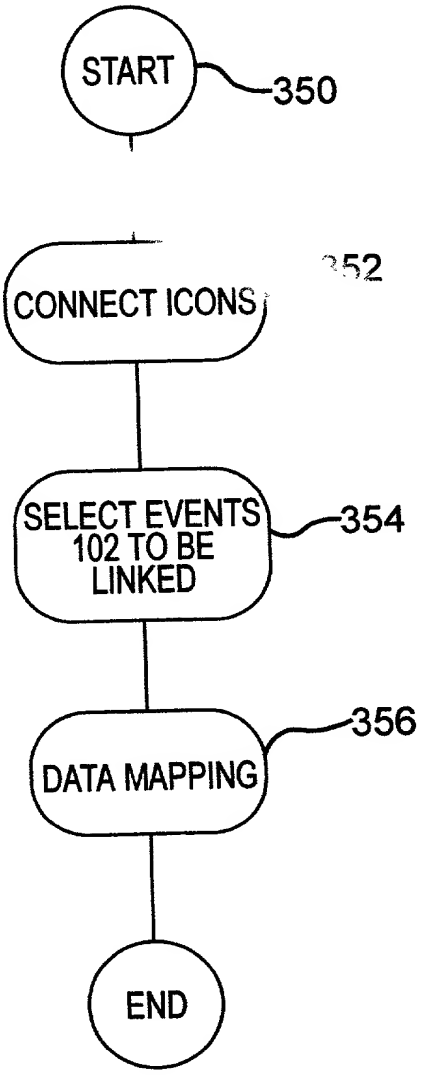
START
350
CONNECT ICONS
352
SELECT EVENTS 102 TO BE LINKED
354
DATA MAPPING
356
END

FIG.16

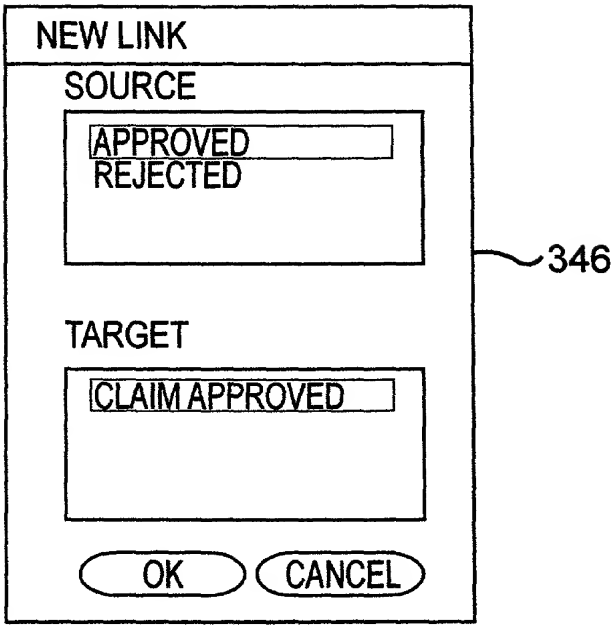
NEW LINK
SOURCE
APPROVED
REJECTED
346
TARGET
CLAIM APPROVED
OK
CANCEL

FIG.17

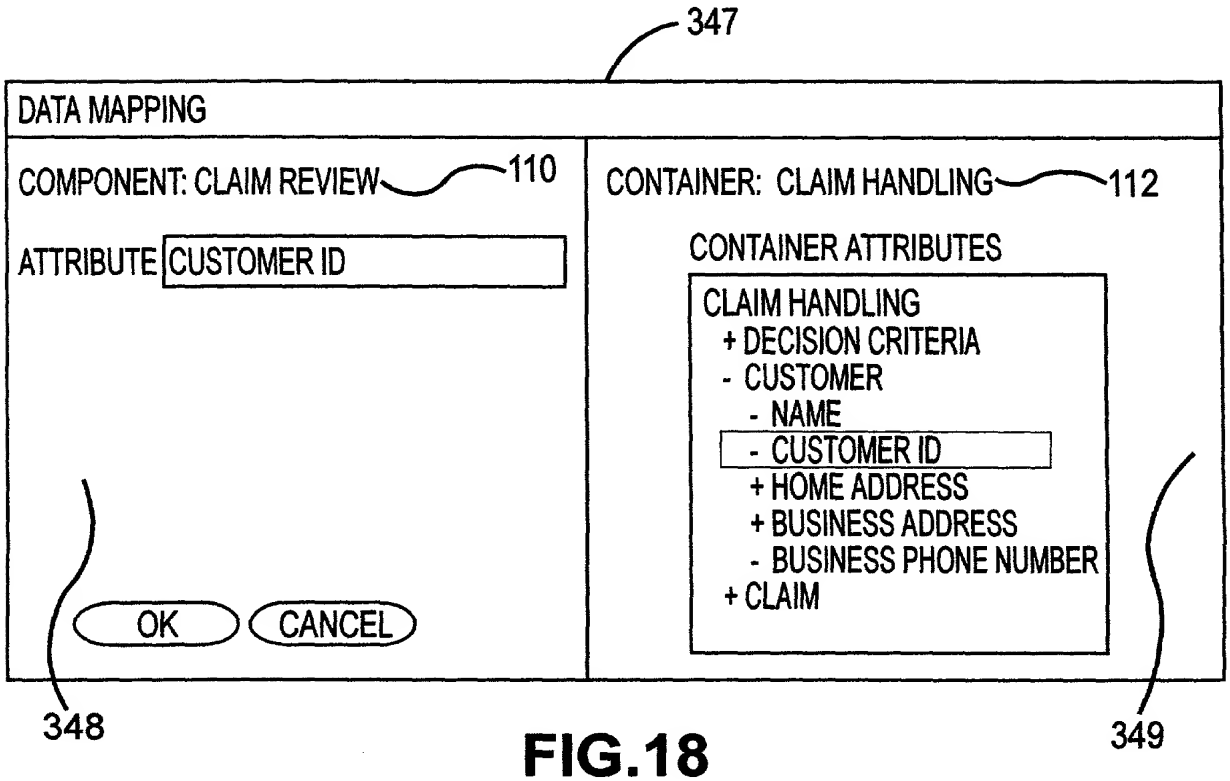
347
DATA MAPPING
COMPONENT: CLAIM REVIEW
110
CONTAINER: CLAIM HANDLING
112
ATTRIBUTE
CUSTOMER ID
CONTAINER ATTRIBUTES
CLAIM HANDLING
+ DECISION CRITERIA
- CUSTOMER
- NAME
- CUSTOMER ID
+ HOME ADDRESS
+ BUSINESS ADDRESS
- BUSINESS PHONE NUMBER
+ CLAIM
OK
CANCEL
348
349

FIG.18

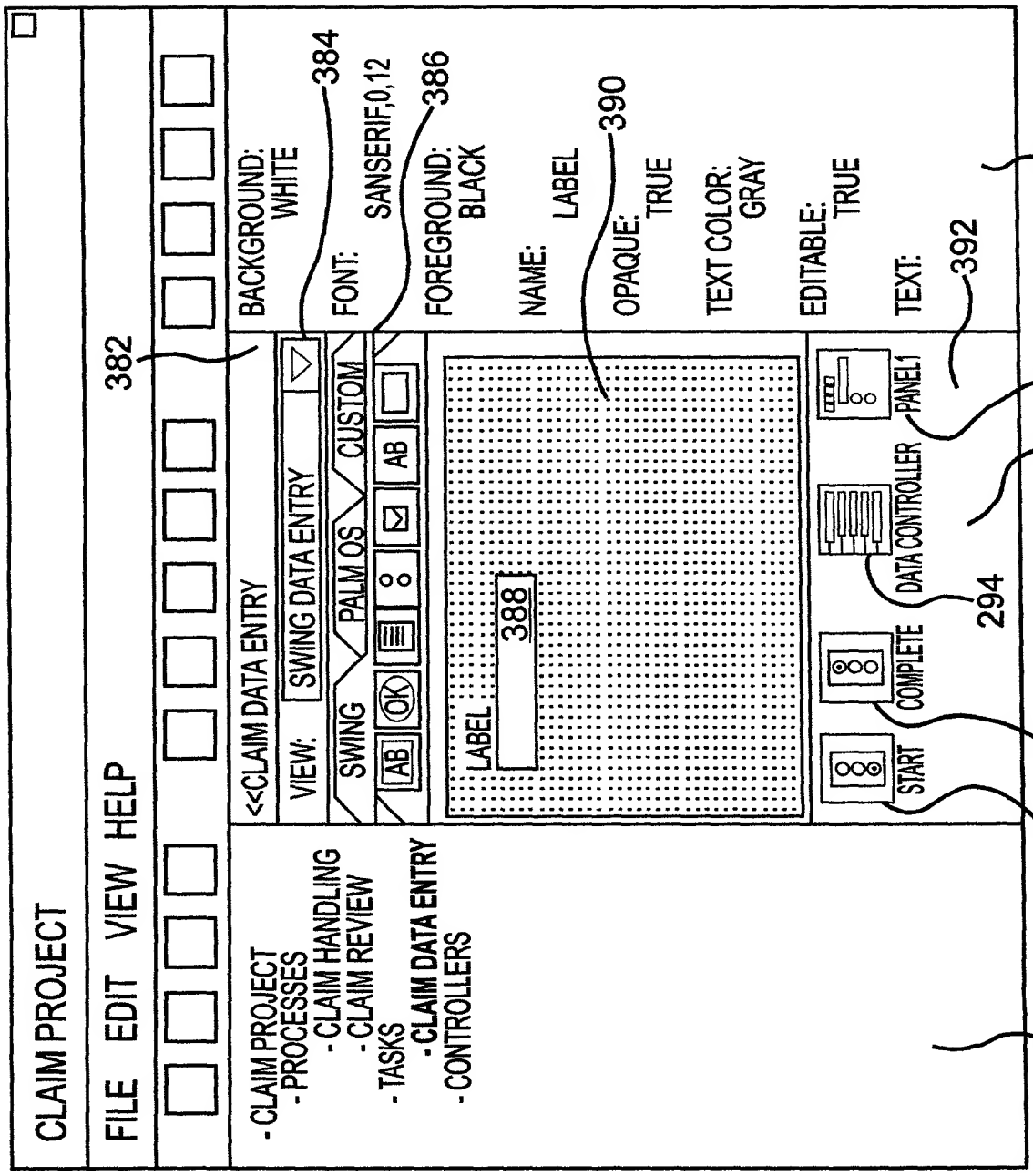
CLAIM PROJECT
FILE EDIT VIEW HELP
382
- CLAIM PROJECT
- PROCESSES
- CLAIM HANDLING
- CLAIM REVIEW
- TASKS
- CLAIM DATA ENTRY
- CONTROLLERS
<<CLAIM DATA ENTRY
VIEW:
SWING DATA ENTRY
SWING
PALM OS
CUSTOM
AB
OK
AB
LABEL
388
BACKGROUND: WHITE
384
FONT: SANSERIF,0,12
386
FOREGROUND: BLACK
NAME: LABEL
390
OPAQUE: TRUE
TEXT COLOR: GRAY
EDITABLE: TRUE
TEXT:
392
332
328
104
START
106
COMPLETE
294
DATA CONTROLLER
380
174
PANEL1

FIG.19

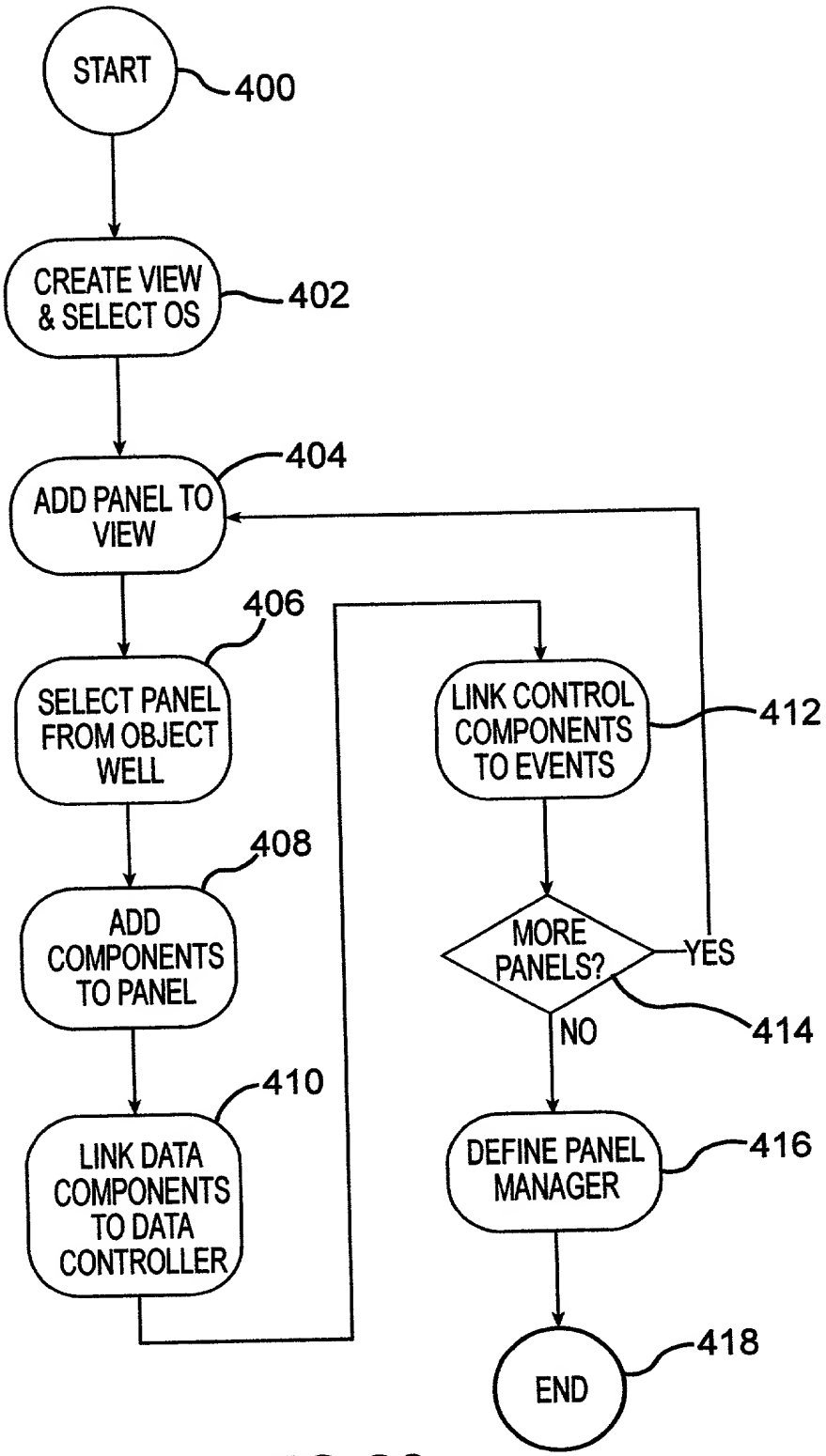

FIG.20

09814564 - 062504

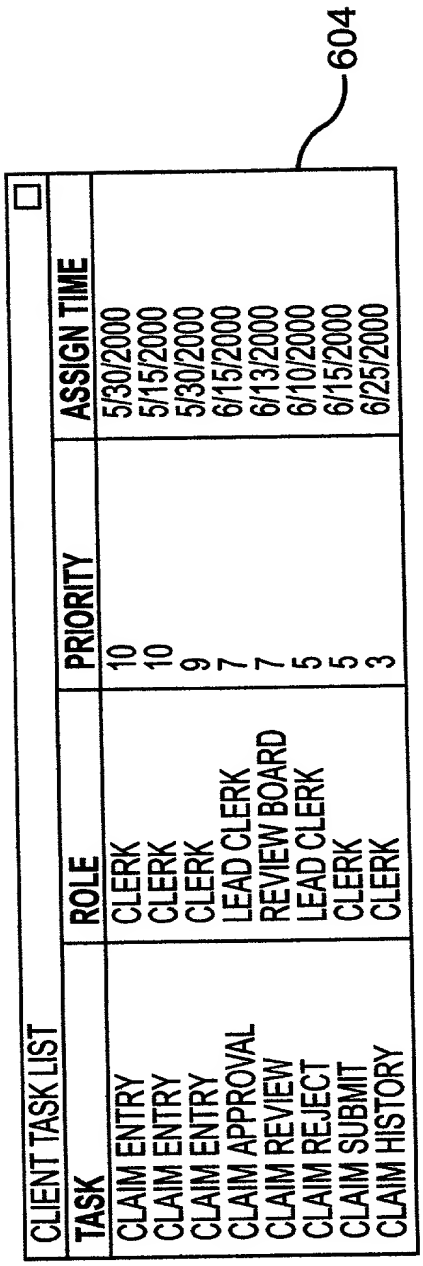
CLIENT TASK LIST
TASK
ROLE
PRIORITY
ASSIGN TIME
CLAIM ENTRY
CLERK
10
5/30/2000
CLAIM ENTRY
CLERK
10
5/15/2000
CLAIM ENTRY
CLERK
9
5/30/2000
CLAIM APPROVAL
LEAD CLERK
7
6/15/2000
CLAIM REVIEW
REVIEW BOARD
7
6/13/2000
CLAIM REJECT
LEAD CLERK
5
6/10/2000
CLAIM SUBMIT
CLERK
5
6/15/2000
CLAIM HISTORY
CLERK
3
6/25/2000
604

FIG.21